



Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
Employee Suggestion Program • Teamwork Incentive Program
6880 Capitol Boulevard • PO Box 40244
Olympia, WA 98504-0244
Tel: 360.704.5203
Fax: 360.704.7830
TTY: 360.664.0515
www.secstate.wa.gov

AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
February 4, 2011
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Innovations in State Government Awards Ceremony
- Approval or Correction of Minutes (*January 7, 2011*)
- Monthly Staff Update --Tracy Workman
- Employee Suggestion Adopts
--Reviewer: Wanda Riley
- Employee Suggestion Non-Adopts
--Reviewer: Martin Casey
- Adjournment

**If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212
or for TIP, contact Linnaea Jablonski at 360.704.5259*



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Productivity Board Meeting Minutes
January 7, 2011

WELCOME & INTRODUCTIONS

Scott Turner called the meeting to order at 10:04 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Geoge Masten, Mike Kerschbaum, Wanda Riley, Rich Tomsinski and Scott Turner

Board Members absent: Sam Reed, Brian Sonntag, Martin Casey and Kathy Goebel

Staff present: Shad Bell, Linnaea Jablonski, Dawn Sanquist and Tracy Workman

Guests present: Allison Fry, Skip Leingang and Aimee Powell, Liquor Control Board; Lynn Hicks, Department of Transportation; and Brian and Nancy Edie (retired from Fish & Wildlife)

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the December 3, 2010 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that Productivity Board staff has been focusing heavily on marketing and we have two marketing efforts beginning this month.

The first is Washington State Lottery with their "10k is an idea away" campaign that kicks off next week. Linnaea Jablonski and Shad Bell have created an entire campaign strategy that is supported by their executive management team.

The second is Department of Transportation (DOT). They are still finalizing their marketing plan and hope to deploy it at the end of the month.

Linnaea is meeting with the Industrial Appeals Board next week to give them a refresher on the Productivity Board programs.

The board will be recognizing outstanding achievers in the Employee Suggestion and Teamwork Incentive Programs during 2010 at the February 4, 2011 meeting.

TEAMWORK INCENTIVE PROGRAM – FINAL REPORT

Liquor Control Board- - Landline and Cell Phone Process Improvement Committee

Scott Turner and Rich Tomsinski reviewed and concurred with agency and staff recommendations. It was moved, seconded and *the board voted unanimously to accept the team's award recommendation and final report.*

Total savings: \$60,328.00

Total Team Award: \$15,082.00

EMPLOYEE SUGGESTION ADOPTS

Rich Tomsinski reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

EMPLOYEE SUGGESTION NON-ADOPTS

Scott Turner reported that he concurred with the agency evaluations and recommended approval: It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

NEXT BOARD MEETING

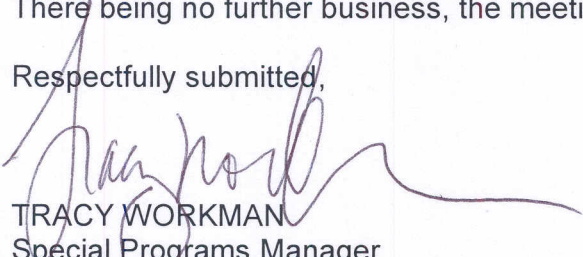
The next Board meeting is scheduled for February 4, 2011 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for February are Martin Casey and Wanda Riley. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:24 a.m.

Respectfully submitted,


TRACY WORKMAN
Special Programs Manager
TW/ds 01/07/11

Washington State Productivity Board

ADOPT REPORT

February, 2011

Secretary of State's Office

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date: 201000377 Nov2010	D.Ann Peters	Olympia	\$2,131.76

Savings/Desc \$21,318.00

Suggestion: The Office of the Secretary of State (OSOS), Corporations Division, should return online filing confirmations/paperwork to the customers electronically instead of hard copies.

Evaluation: This suggestion will be implemented July 1, 2011. First year cost savings are estimated to be \$21,317.60. Since, the suggestion is not part of the suggester's job duties, a 10% recognition award of \$2,131.76 is recommended.

**Washington State
Productivity Board**

NON-ADOPT REPORT

February, 2011

Department of Corrections

Suggestion Number *Entry Date:*

201000252 Aug2010

Suggestion: The Department of Corrections (DOC) should replace maintenance contracts with Insurance Equipment Management Contracts for building maintenance.

Evaluation: Cost outweighs the benefits as we only have one maintenance agreement in place which is under contract statewide for the most cost effective price. All repairs are handled in house and not through maintenance contracts and it is not the practice of the department to purchase maintenance contracts with equipment.

Department of Corrections

Suggestion Number *Entry Date:*

201000338 Oct2010

Suggestion: The Department of Corrections (DOC) should use regular cloth towels, instead of paper towels, in prisons. If cloth towels are not an option, install electric hand dryers in applicable areas.

Evaluation: Used paper towels are being baled and a local company is using them. This practice has permitted the facility to pull these items out of the waste stream, reducing our garbage bill, and allows someone else to use them. As for electric hand dryers, an "inmate proof" model would need to be produced, especially at higher security levels, as they would be abused by the inmate population much more than the average citizen.

Department of Corrections

Suggestion Number *Entry Date:*

201000358 Oct2010

Suggestion: The Department of Corrections (DOC) should eliminate offender stores across the state and utilize Access Secure Pack to allow offenders consumables that are consistently authorized in every institution in the state. This would eliminate the overhead of maintaining separate store areas throughout the state.

Evaluation: Not a new idea. DOC has been in the process of moving to a centralized Correctional Industries run store since September 2010.

Department of Corrections

Suggestion Number *Entry Date:*

201000370 Nov2010

Suggestion: The Department of Corrections (DOC) should turn off perimeter lighting in the living units. These lights make the units too bright and excessively warm during the summer months.

Evaluation: The primary purpose of the perimeter lighting is safety for staff and offenders. It is required by ACA standards that 20 foot candle of light on all reading surfaces in cells and office spaces. Without these lights on, the standard is not met.

Department of Corrections

Suggestion Number *Entry Date:*

201000375 Nov2010

Suggestion: When possible, the Department of Corrections (DOC) should purchase the end of rolls and slightly blemished products at a salvage price to cut down on the costs of toilet paper.

Evaluation: Not a new idea. This has been part of a pilot project that began in September 2010.

Department of Health

Suggestion Number *Entry Date:*

201000400 Dec2010

Suggestion: The Department of Health (DOH) should have the Women's, Infants and Children's (WIC) money on a debit card system instead of printing checks.

Evaluation: Not a new idea. This is a priority project already in place for both USDA (the WIC funder) and the State WIC program. There is a federal mandate to implement electronic benefit transactions in WIC by 2020.

Department of Labor & Industries

Suggestion Number *Entry Date:*

201000403 Dec2010

Suggestion: When an offender attacks a Department of Corrections (DOC) staff member, the staff member's injuries are adjudicated by the Department of Labor & Industries (L&I) with the cost at DOC's expense and no third party attempt to collect from the responsible offender. L&I should create an administrative order that would make it allowable for the agency to pursue collection of the claim costs from the offender.

Evaluation: Training Issue that has been discussed with the suggester. The Department of Labor and Industries Third Party Recovery Unit currently seeks criminal restitution in assault cases, whether this occurs at the Department of Corrections or elsewhere.

Department of Labor & Industries

Suggestion Number *Entry Date:*

201000387 Nov2010

Suggestion: The Department of Labor & Industries (L&I) should use a debit card system to make time-loss payments to injured workers instead of issuing paper warrants.

Evaluation: Not a new idea. The use of debit cards has been discussed in the past, notably in February 2009. In partnership with the State Treasurer's Office, testing has recently begun of a Cash Pay Card. Due to current regulations on time-loss payment dates, full implementation of this debit process will still require statutory change if the testing is successful.

Department of Labor & Industries

Suggestion Number *Entry Date:*

201000362 Nov2010

Suggestion: Labor and Industries (L&I), should reprogram the Time Loss payment system to block the custodial parent's address for dependent benefits on copies being sent or provided to the injured worker. This will protect the custodian from unauthorized disclosure, and also allow custodians with Domestic Violence issues to also get benefits they are entitled to receive without fear of harm.

Evaluation: Not a new idea. This was first discussed in February 2006. There are options available for injured workers to keep their addresses and contact information confidential: use of a PO box, a friend/relative's address, or in cases of domestic violence, through the Address Confidentiality Program through the Office of the Secretary of State.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900337 Jul2009

Suggestion: The Department of Social and Health Services, Childrens Services, should do away with the need for the exception to policy requirement and just allow for the level 2.5 and level 3.5 payments for foster parents.

Evaluation: Non adopt. Cost outweighs the benefit. The current rate assess model was established based on statistical process and is actuarially based. Making a change to the levels and process would mean this model would no longer be statistically valid.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900436 Oct2009

Suggestion: The Department of Social and Health Services (DSHS) should print the Individual Service and Safety Plan (ISSP) double sided to save paper and printing costs.

Evaluation: Training issue. This form can currently be printed on two sides. Training has been provided for the suggester.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000384 Nov2010

Suggestion: The Department of Social and Health Services (DSHS) should put the word "medical" in front of Services Card for recipients of Provider One cards so clients know they are not for food assistance.

Evaluation: This idea was discussed at length by the DSHS Executive Leadership Team, and the name on the card was heavily debated. The discussion included many names including "Medical Services Card." That name was not accepted since the card would eventually be used by any client receiving DSHS services, medical or not. There is a letter sent with the Services Card stating the card is for medical services only.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201100003 Jan2011

Suggestion: The Department of Social and Health Services (DSHS) should create a program within ACES that matches all reported non custodial parents against single benefit recipients that report homeless that allows the address check to be run against their mailing addresses and to deny benefits in cases where both parents are living together and lying to get the extra benefit.

Evaluation: The ACES system currently has a feature that allows staff to type in a residential address and receive a report of clients with that same address. It does not do the same matching report with mailing addresses however. Staff use a "prudent person" concept based on the available evidence whether a client situation being presented to them is reasonable. If any eligibility factors are questionable, staff can request more verification or even refer the case for fraud investigation if questionable information is not resolved. Under federally mandated quality control processes, for Federal Fiscal year 2010, the program payment accuracy rate for the Basic Food Program was 96.88%. Considering the significant programming time and expense to add this functionality to the ACES system verses the relatively moderate inaccuracy rate shown through quality control process data, the cost outweighs the current benefit.

Department of Transportation

Suggestion Number *Entry Date:*

201000372 Nov2010

Suggestion: The Department of Transportation (DOT) should switch computer workstations to a thin client solution.

Evaluation: Not a new idea. This was discussed in February 2010 at the IT Transformation Shared Services Desktop Workgroup where functional requirements for a virtual desktop service and implementation strategies were explored.

Department of Transportation

Suggestion Number *Entry Date:*

201000369 Nov2010

Suggestion: The Department of Transportation (DOT) should sell advertising space on the new electronic message boards when they are not in use.

Evaluation: This suggestion would violate both state and federal laws. In addition, displaying advertising messages diminish the true public safety benefit of the variable electronic message signs.

Department of Transportation

Suggestion Number *Entry Date:*

201000407 Dec2010

Suggestion: The Department of Transportation (DOT) should charge utility companies a monthly fee of a penny per foot for administration costs and right of way management.

Evaluation: The suggestion is a good one and would certainly generate significant income for DOT. However, it is contrary to existing state law specifying fees must be directly related to the cost of managing individual permits or franchises as opposed to a system-wide fee scheme.

Department of Transportation

Suggestion Number *Entry Date:*

201000408 Dec2010

Suggestion: The Department of Transportation (DOT) and State Parks & Recreation Commission should have programs for rest areas and state parks similar to the adopt-a-highway program.

Evaluation: The need for regularly scheduled maintenance as well as access to secured supplies requires this function be performed by regular DOT employees. In addition, some aspects of rest area maintenance can be unpleasant, interaction with the traveling public can involve risk, and knowledge of DOT policy is a must. Safety Rest Area Attendants are trained in all of these areas, and trying to train and keep volunteers under these conditions would be more costly than any benefits derived from their efforts.

Department of Transportation

Suggestion Number *Entry Date:*

201100002 Jan2011

Suggestion: The Department of Transportation (DOT) should recycle the salt contaminated storm water runoff from the water pond constructed at the Geiger storage facility for the purpose of producing brine that can be used for pre-wetting of granular Sodium Chloride and direct application.

Evaluation: Upon close inspection of the pond at the Geiger storage facility shows the pond contains a high percentage of sand and sediment which would need to be filtered and disposed of, the cost of which would exceed any savings assumed by the availability of this pond. It was also disclosed that this pond has never overflowed nor has water needed to be pumped from it. The rate of evaporation is sufficient to offset environmental concerns.

Parks & Recreation Commission

Suggestion Number *Entry Date:*

201000376 Nov2010

Suggestion: The Parks & Recreation Commission (P&R) should produce contracts double sided, email the copies instead of sending hard copies, or offer the option to opt out of receiving copies.

Evaluation: Contracts are legal documents and the current standard for legal documents is single-sided. An email copy of the electronic file Contracts created does not contain dates or signatures when the contract is authorized or approved. Such a file does not satisfy the State Auditor requirements. Scanned copies of the original documents would not reduce work or paper; in fact, that process would increase the amount of work and time cost. Should the legal document standard change in the future, we will update our process.

Washington State Patrol

Suggestion Number *Entry Date:*

201000395 Dec2010

Suggestion: Instead of purchasing boots from Blumenthal's, the Washington State Patrol (WSP) should purchase the boots directly from Danner at the government rate.

Evaluation: Requires statutory change.
Blumenthal's is a mandatory use contract as prepared by the Office of State Procurement (OSP). Through the contract with them, there are no minimum quantity/dollar amount to order at a time, the vendor accepts government purchase orders, there are no restocking fees for exchanges or returns, and the vendor must meet contract terms and pricing as established by OSP. To make a change to Danner boots, WSP would be required to obtain a competitive bid for each individual boot purchase as WSP spends more than \$3,500 in a twelve month period on boots.